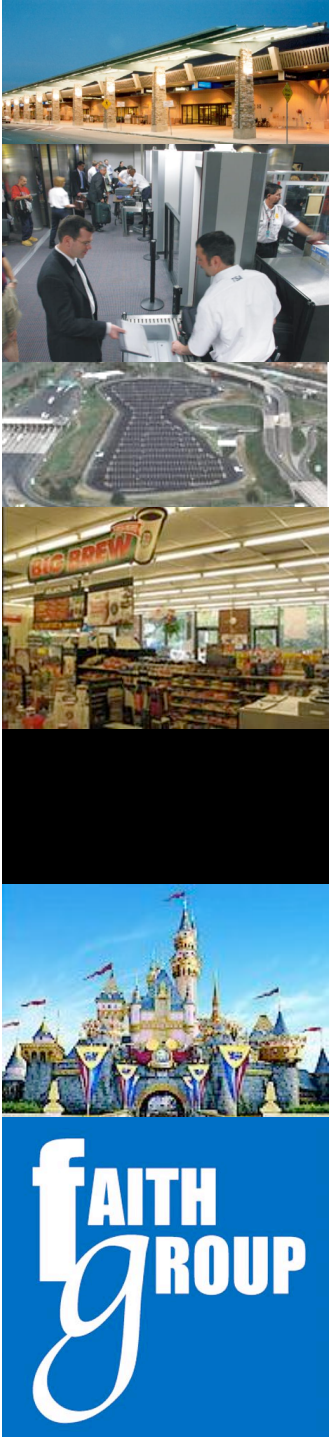


"Pushing Out the Process"

Given by: Faith Varwig



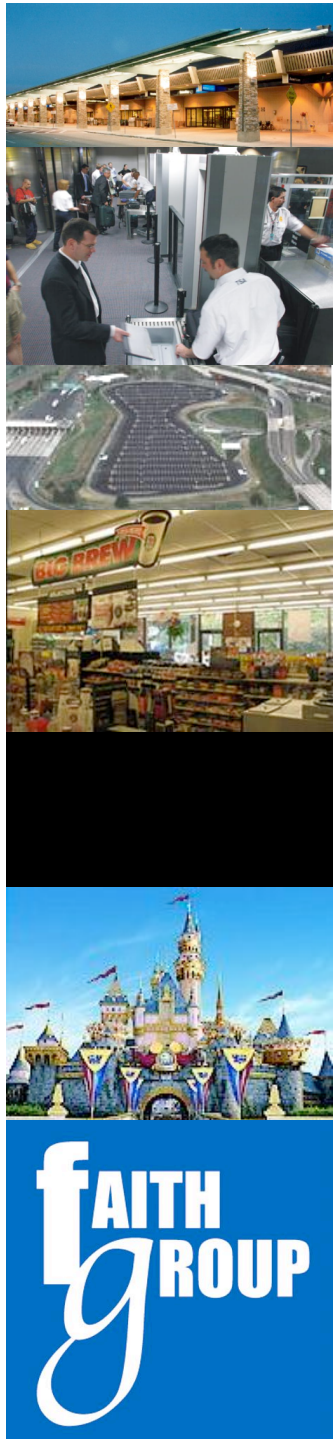


INTRODUCTION

Where are Capacity Enhancements Needed?

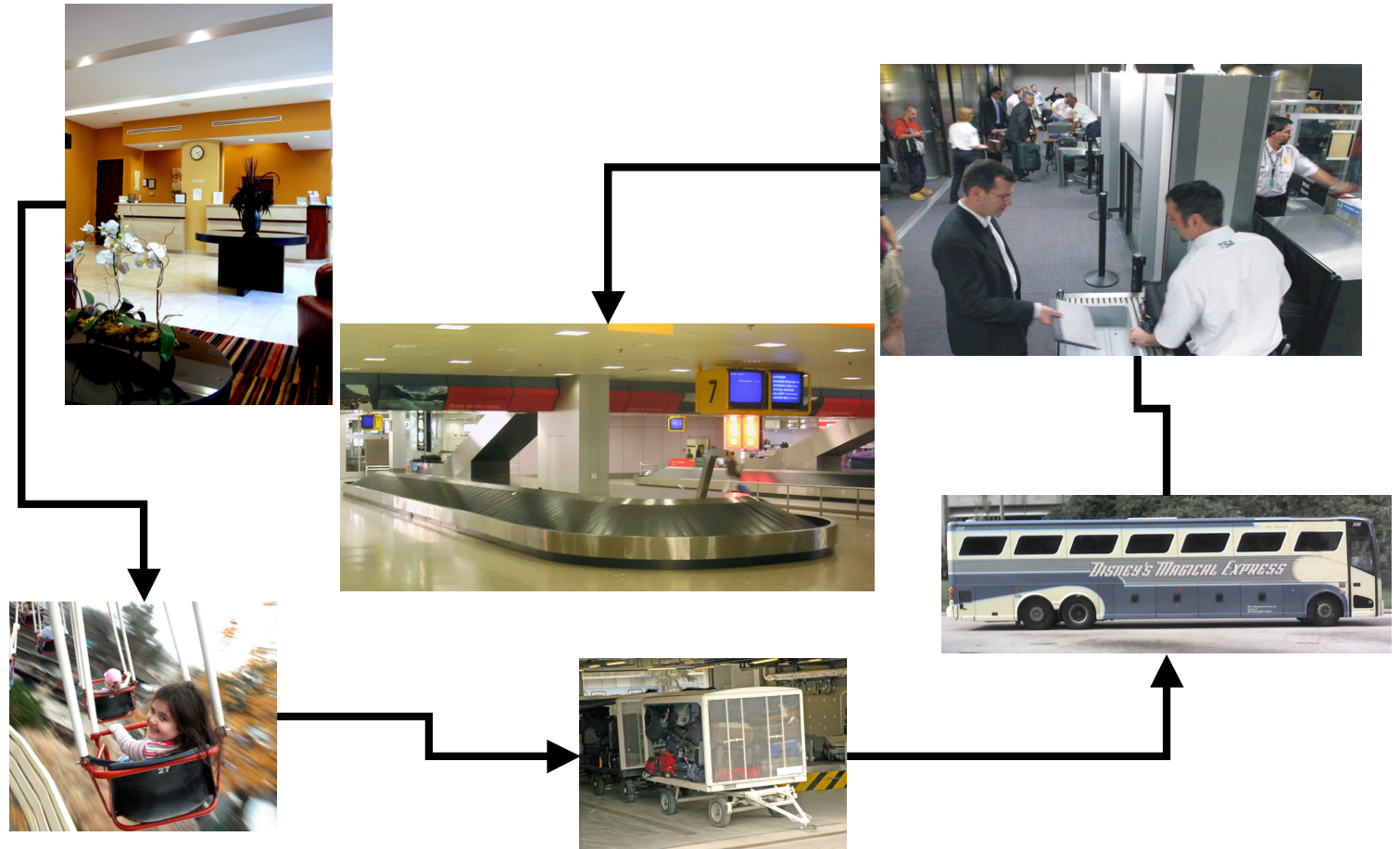
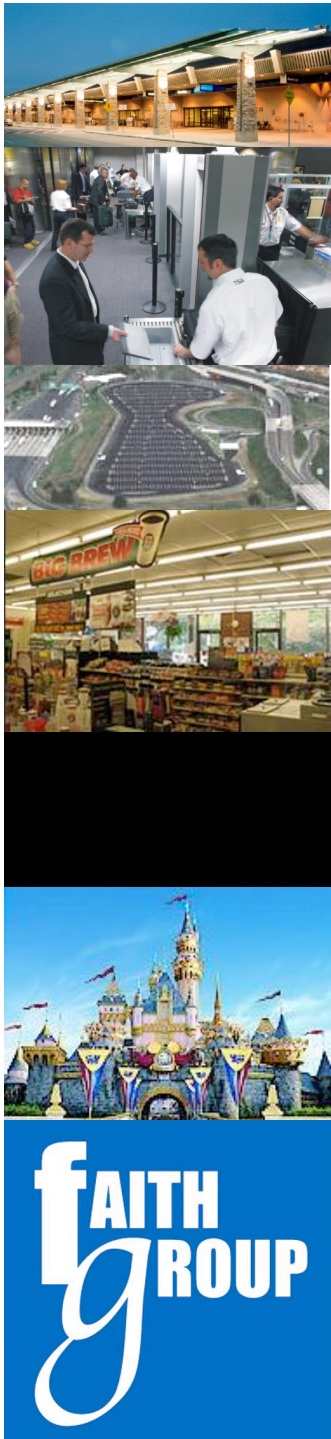
- Terminal Areas
- Airside Operations
- Landside Operations
- Curbside
- Roadways
- Parking Facilities
- Restroom
- Concessions

Case Study #1 – Disney's Magical Express (DME) Inbound Process



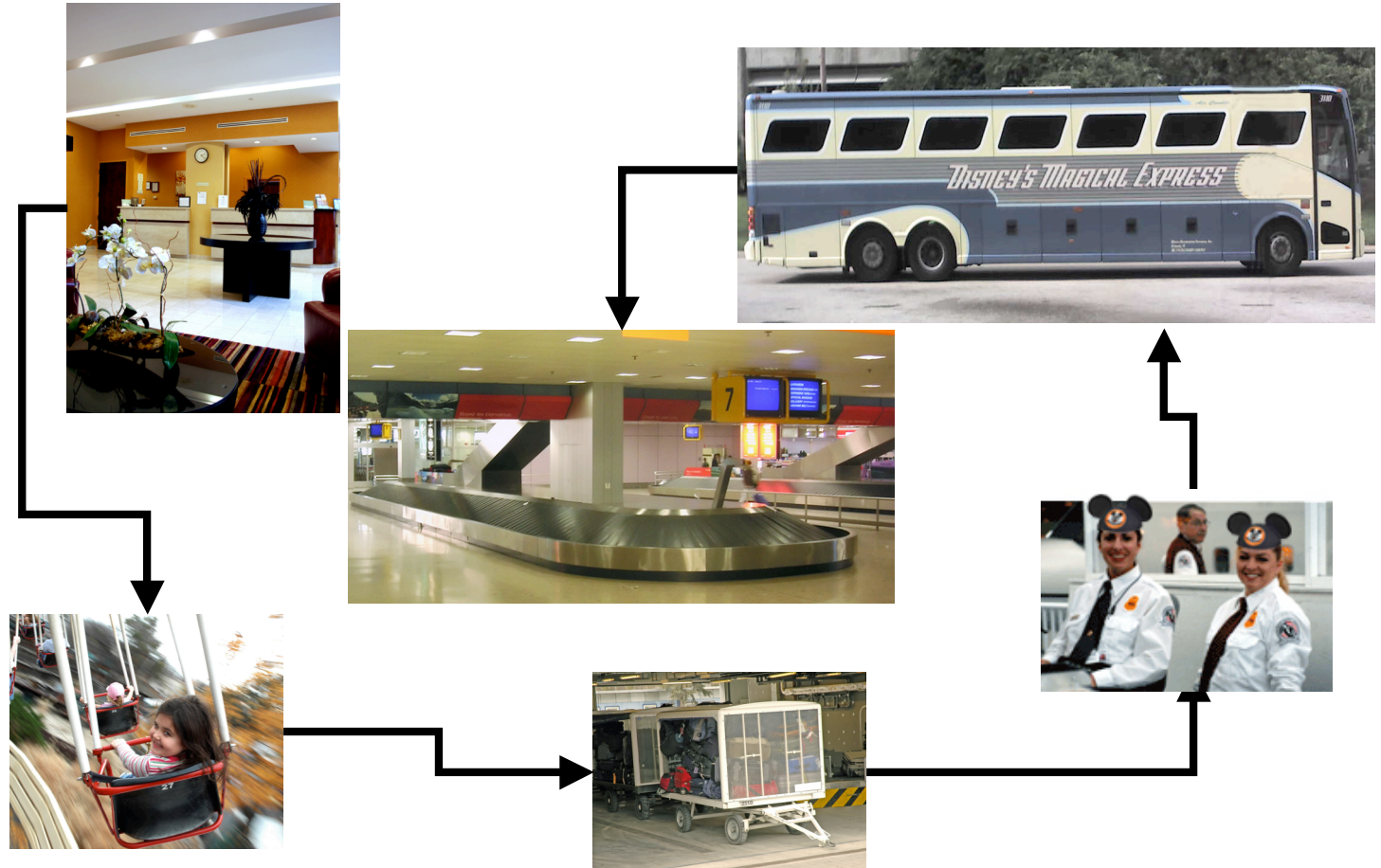
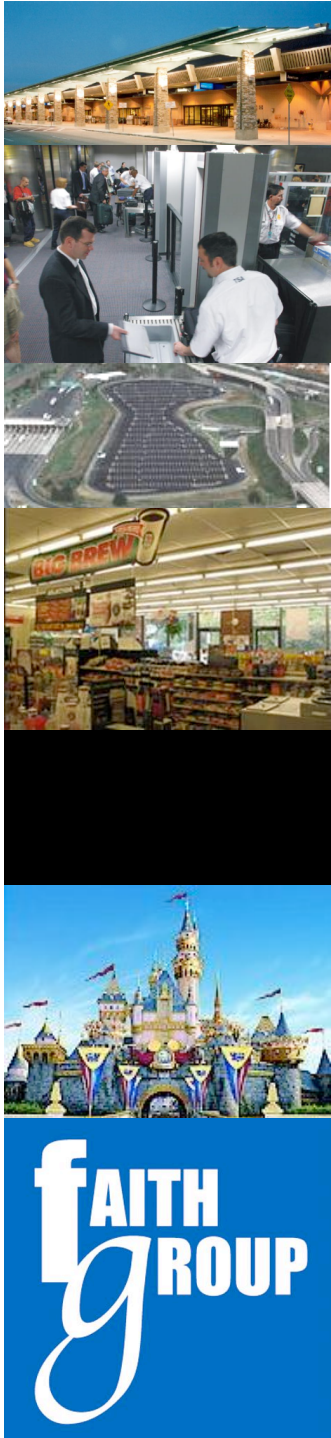
- Disney's Magical Express (DME) is a complimentary service for guests staying at Disney Resort hotels who have booked a Disney vacation package.
- Bags delivered to room within 3 hours by DME cast

Case Study #2 – Disney's Magical Express (DME) Outbound Process



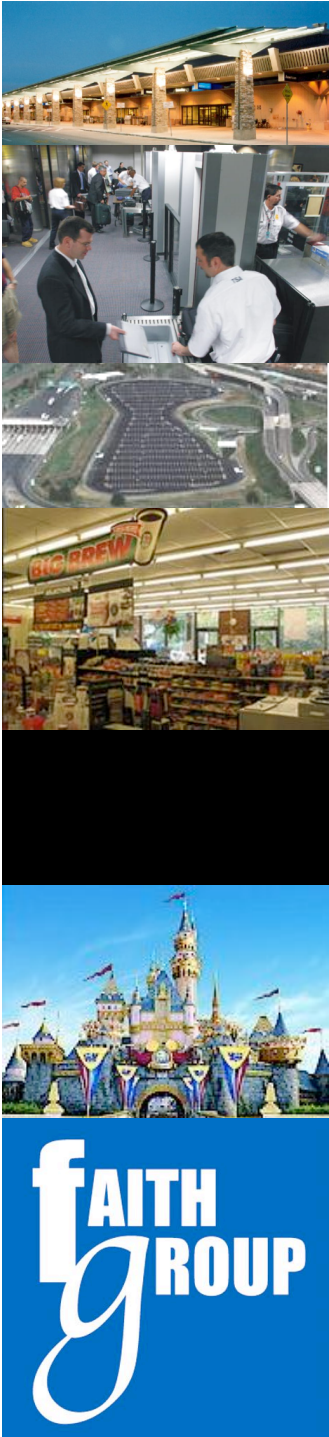
- Passenger takes DME bus to airport and parking pass to hotel lobby
- Disney's Magical Express bus is a Disney-owned and operated facility
- 12-hour journey with short amenities

Concept # 1 – Remote Passenger Screening



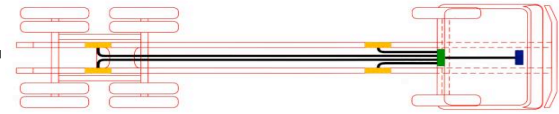
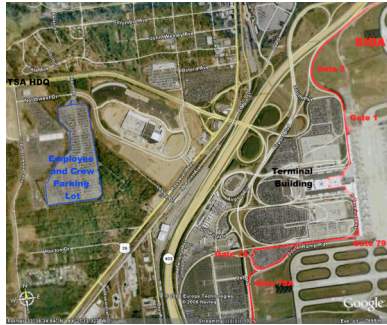
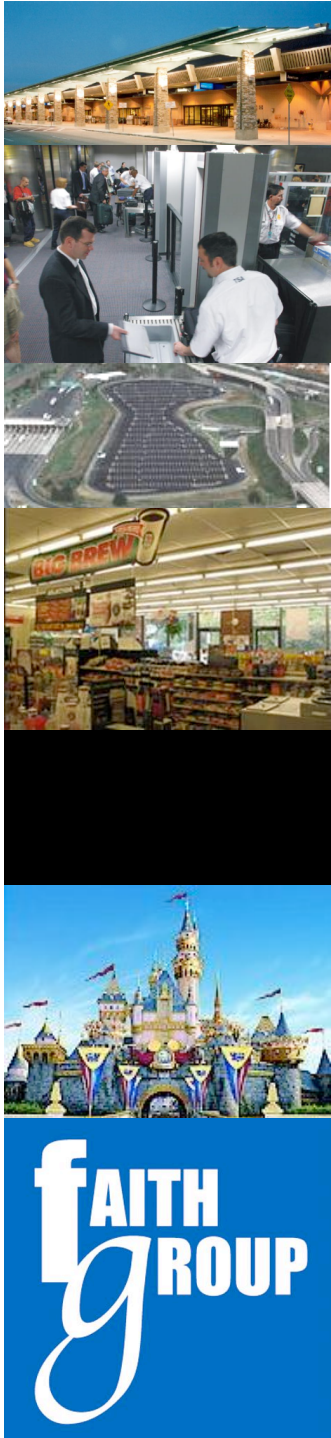
- **Travel agent takes bags & provides boarding pass in hotel lobby**
Passenger pays bag drop fee \$15 to get to the airport 12 hours preflight

CASE STUDY #3 – CELL LOTS

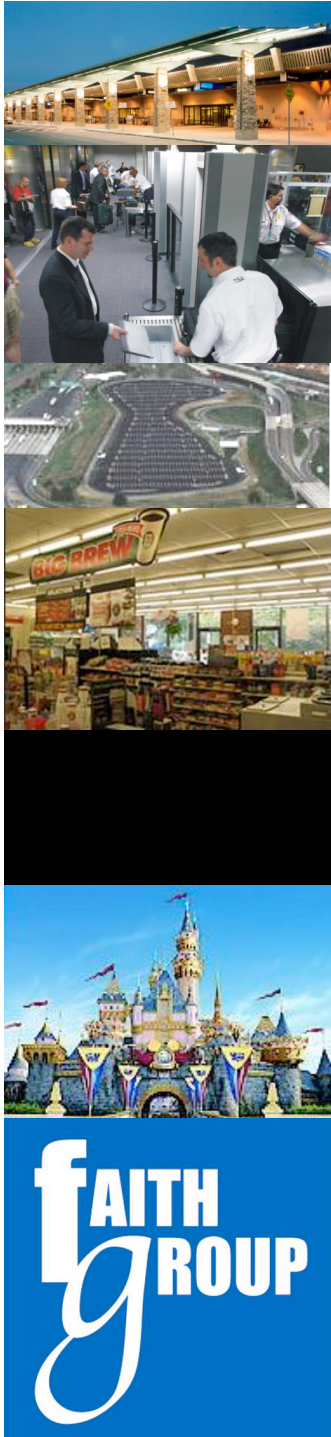


• Provides Relevant Flight Data
• Reduces Overall Traffic & Communications Method

Concept #2 – Secured Crew Bus



- Employees enter from the bus and go through gates and path of authorized riders

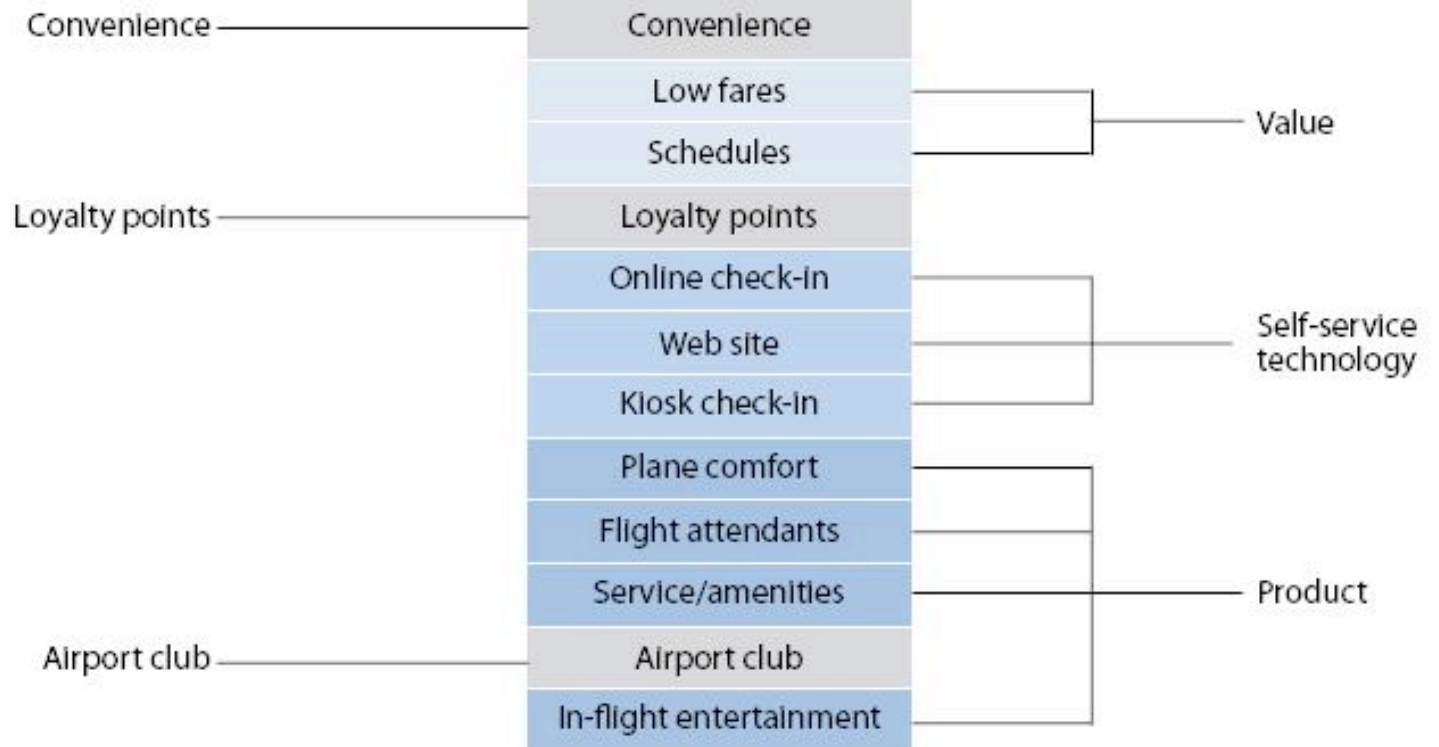


CHANGING THE PROCESS THRU TECHNOLOGY

Reasons for flying airline most for leisure
(most popular to least popular)

*Unrelated reasons**

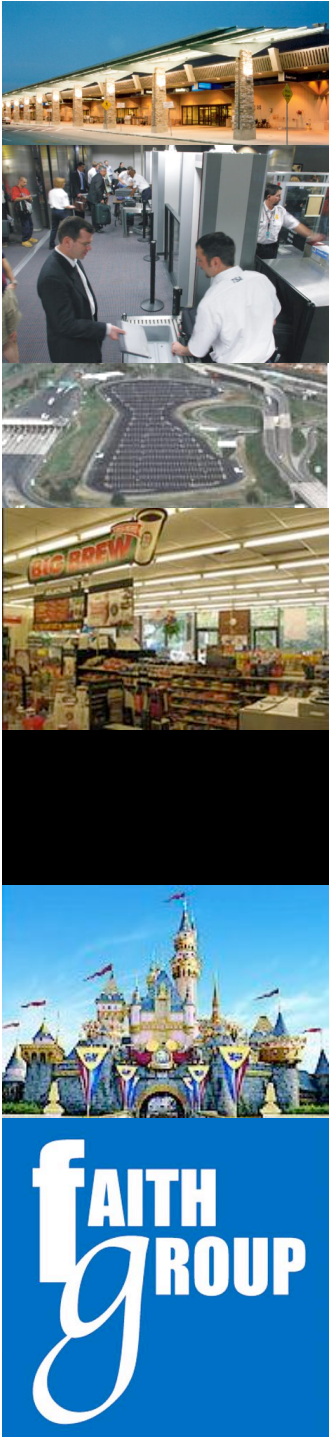
*Related reasons**



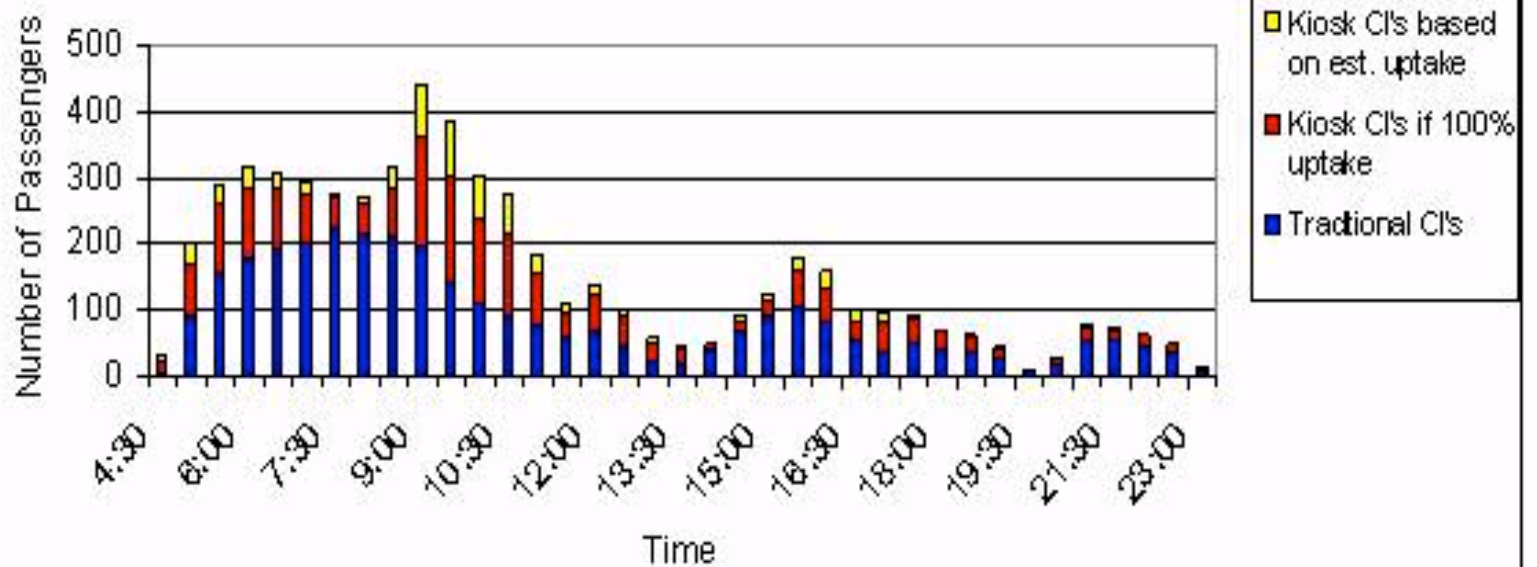
Base: US online leisure air passengers who flew one airline more than others for leisure

Source: Forrester's Consumer Technographics® Q3 2005 North American Travel Online Survey

CHANGING THE PROCESS THRU TECHNOLOGY

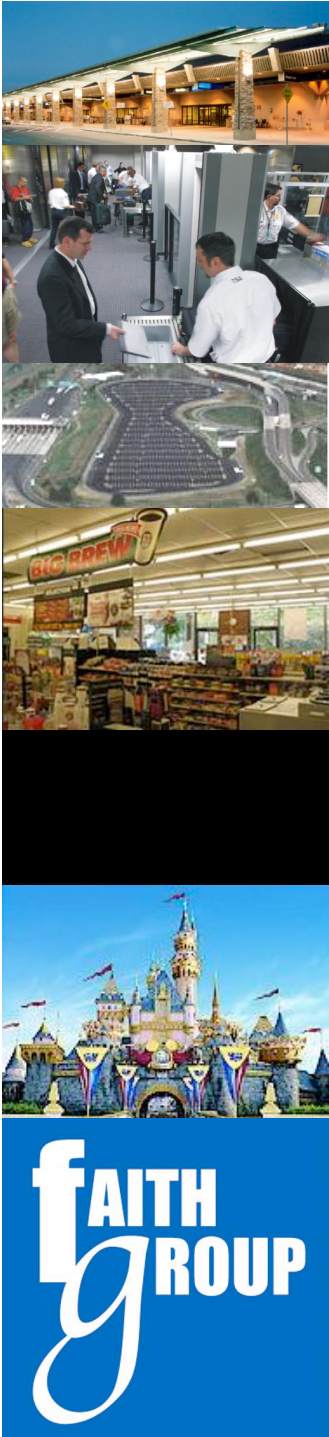


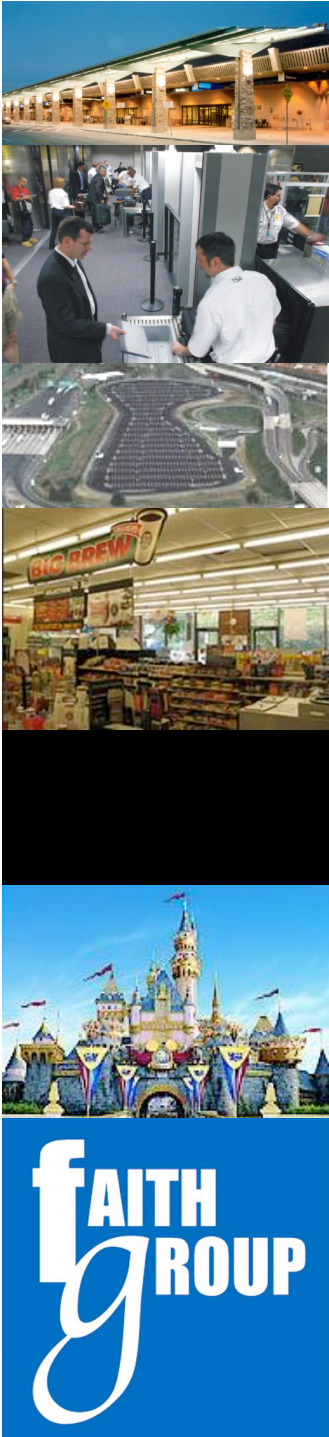
Potential Impact of Kiosks on Peaks
Carriers with CUSS Applications



CHANGING THE PROCESS THRU TECHNOLOGY

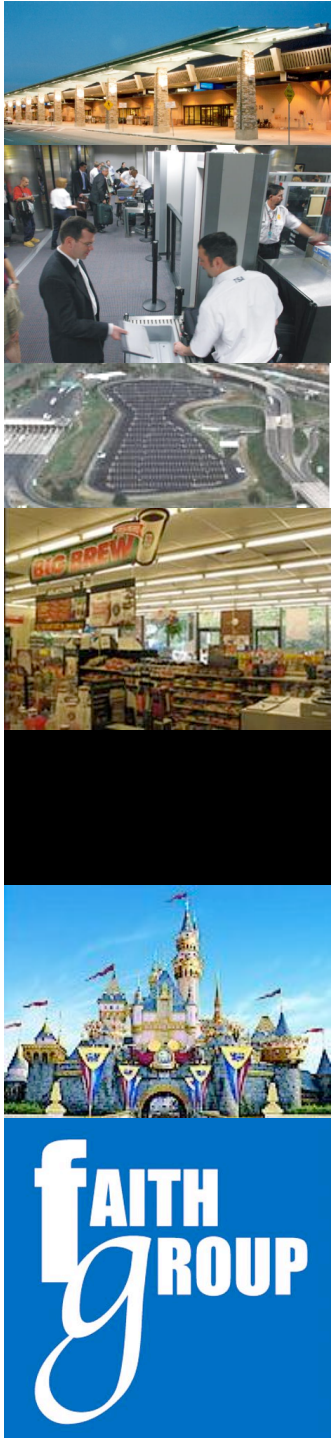
- The use of Kiosks allows the check in process to be completed almost anywhere
- Kiosk reduce the need for ticket counters and ATO spaces
- Wireless Kiosk devices provide flexibility to shave peak operations
- Kiosk can be used to support stressed operations





CONCLUSIONS

- Airlines and Airports are looking for ways to cut costs and increase efficiencies
- Facilities should be designed to support multipal uses.
- Technology follows changes in process not the other way around
- Airports must assume more responsibility for laying the proper technology infrastructure
- Don't be afraid to try something new!



Thank You